

HOTEL POLICY

Check-In and Check-Out Policy

Villa Saffron's guaranteed check-in time is at 1PM (SL time) and check-out time is at 11AM (SL time). Requests for early check-in & late check-out will be handled based on hotel availability at the time of check-in (an additional fee is payable for guaranteed late check-out). Villa Saffron can accommodate guest luggage complimentary in a secure location until the guest room is ready.

Extra Bedding Policy

One extra bed can be placed in all rooms. A daily charge of USD 60 plus taxes (includes breakfast) will apply.

Family Plan Policy/ Children Policy

0-4 years – Infants: Free of Charge

5-11 years – Children:

If sharing with parents, a maximum of 2 children per room.

- 1st child Bed sharing basis with parents - An extra charge of USD 10/- ++ will be charged for Breakfast
- For more than 1 child - An extra bed is required and USD 60/- ++ will be charged. This includes Breakfast.

12 years and above – Is considered an Adult

Children's cribs are provided free of charge on availability.

Visitor Policy

Villa Saffron will only allow registered guests to use its facilities and has a strict No Visitor policy.

Lost and Found Policy

Villa Saffron is not responsible for lost, damaged, or stolen personal items. All rooms are equipped with in-room safes, and our Front Office offers a safety deposit box facility. Should any guests lose personal belongings whilst staying at Villa Saffron, if recovered, the item will be recorded as 'found'. Villa Saffron keeps detailed records of all 'found' items, and will make a reasonable effort to contact the guest if an item is left in the hotel's guest room after the guest has checked-out which will be placed in our Lost & Found safety box. We will ship items back at the owner's expense. Any items in the Lost & Found, which are not claimed within ninety (90) days, will be donated to a local charity or discarded.

Payment Policy

Cash, Debit and Credit cards will be charged at check-in for the full amount of your stay.

Long staying guests will be charged on every 4th day for food, beverage and any extra facility charge incurred.

Noise/Disturbance Policy

Parties are not permitted in guest rooms or suites. A noise complaint will result in an eviction from the hotel without a refund of that night's charge.

Pet Policy

Regrettably, pets are not allowed at the hotel.

Alcohol Policy

Guest must be 21 or over (with valid identification) to consume alcohol on the hotel premises.

General Policy

Villa Saffron has a zero tolerance policy in which it will refuse to admit or refuse service or accommodation in the hotel or may remove a person who: while on the premises of the hotel acts in an obviously intoxicated or disorderly manner, destroys or threatens to destroy hotel property, or causes or threatens to cause a public disturbance; or refuses or is unable to pay for the accommodations or services. A person who negligently or intentionally causes damage to the hotel or any furniture or furnishings within the hotel, shall be liable for damages sustained by the hotel staff, including the hotel's loss of revenue resulting from the inability to rent or lease rooms while the damage is being repaired.

Thank you!

The Management

Villa Saffron Hikkaduwa.